

# Enterprise Incident Report January 2012

As of 2/23/2012

Commerce

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Commerce	Application Services	Bart Purser	0 0	1 0	1 0
		Dustin Crump	0 0	1 0	1 0
		Tony Larsen	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 0	3 0
	Application Support	Jason Back	0 0	1 0	1 0
		Karen Duncan	0 0	1 0	1 0
		Mya Taaffe	0 0	9 0	9 0
		<b>Assigned to Individual Total</b>	0 0	11 0	11 0
	Capitol Hosting	Joe Benson	0 0	1 0	1 0
		Mike Tyrrell	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0	2 0

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			High	Low	FCR Total
Commerce	Help Desk	Brenda Treadway	0 0	1 1	1 1
		James Stearns	0 0	1 1	1 1
		Julie VanBeekum	0 0	20 19	20 19
		<b>Assigned to Individual Total</b>	0 0	22 21	22 21
	Metro A Desktop Support	Nancy Hachmeister	0 0	2 1	2 1
		Rodney Austin	0 0	28 7	28 7
		<b>Assigned to Individual Total</b>	0 0	30 8	30 8
	Metro A Help Desk	Cindy Schroeder	0 0	6 5	6 5
		Ed Conrad	0 0	8 7	8 7
		Liz Evans	0 0	4 3	4 3
		<b>Assigned to Individual Total</b>	0 0	18 15	18 15
	Metro A Hosting	Tom Carney	0 0	3 0	3 0
		<b>Assigned to Individual Total</b>	0 0	3 0	3 0
	Metro C Help Desk	Cindy Romrell	0 0	3 3	3 3

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			High	Low	FCR Total	
Commerce	Metro C Help Desk	Assigned to Individual Total	0 0	3 3	3 3	
	Security	Bart Grant	0 0	2 0	2 0	
		Assigned to Individual Total	0 0	2 0	2 0	
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	1 0	1 0	
	Voice Operations	Gail Christiansen	0 0	1 0	1 0	
		Leon Owen	0 0	1 0	1 0	
		Romanza Hamblin	0 0	2 2	2 2	
		Assigned to Individual Total	0 0	4 2	4 2	
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	1 0	1 0	
	Assigned Group Total		1 0	99 49	100 49	
	Customer Company Total			1 0	99 49	100 49

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## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Commerce	Application Services	Bart Purser	0 0	1 1	1 1
		Dustin Crump	0 0	1 0	1 0
		Tony Larsen	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	3 1	3 1
	Application Support	Jason Back	0 0	1 0	1 0
		Karen Duncan	0 0	1 0	1 0
		Mya Taaffe	0 0	9 0	9 0
		<b>Assigned to Individual Total</b>	0 0	11 0	11 0
	Capitol Hosting	Joe Benson	0 0	1 0	1 0
		Mike Tyrrell	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0	2 0

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			High	Low	MIR Total
Commerce	Help Desk	Brenda Treadway	0 0	1 0	1 0
		James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	20 0	20 0
		<b>Assigned to Individual Total</b>	0 0	22 0	22 0
	Metro A Desktop Support	Nancy Hachmeister	0 0	2 0	2 0
		Rodney Austin	0 0	28 0	28 0
		<b>Assigned to Individual Total</b>	0 0	30 0	30 0
	Metro A Help Desk	Cindy Schroeder	0 0	6 0	6 0
		Ed Conrad	0 0	8 0	8 0
		Liz Evans	0 0	4 0	4 0
		<b>Assigned to Individual Total</b>	0 0	18 0	18 0
	Metro A Hosting	Tom Carney	0 0	3 0	3 0
		<b>Assigned to Individual Total</b>	0 0	3 0	3 0
	Metro C Help Desk	Cindy Romrell	0 0	3 0	3 0

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## Commerce

			High	Low	MIR Total	
Commerce	Metro C Help Desk	Assigned to Individual Total	0 0	3 0	3 0	
	Security	Bart Grant	0 0	2 0	2 0	
		Assigned to Individual Total	0 0	2 0	2 0	
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	1 0	1 0	
	Voice Operations	Gail Christiansen	0 0	1 0	1 0	
		Leon Owen	0 0	1 0	1 0	
		Romanza Hamblin	0 0	2 0	2 0	
		Assigned to Individual Total	0 0	4 0	4 0	
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	1 0	1 0	
	Assigned Group Total		1 0	99 1	100 1	
	Customer Company Total			1 0	99 1	100 1

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## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Commerce	Application Services	Bart Purser	0 0.00	1 3.35	1 3.35
		Dustin Crump	0 0.00	1 0.17	1 0.17
		Tony Larsen	0 0.00	1 0.22	1 0.22
		<b>Assigned to Individual Total</b>	0 0.00	3 1.24	3 1.24
	Application Support	Jason Back	0 0.00	1 0.69	1 0.69
		Karen Duncan	0 0.00	1 0.57	1 0.57
		Mya Taaffe	0 0.00	9 0.00	9 0.00
		<b>Assigned to Individual Total</b>	0 0.00	11 0.12	11 0.12
	Capitol Hosting	Joe Benson	0 0.00	1 0.86	1 0.86
		Mike Tyrrell	1 0.09	0 0.00	1 0.09
		<b>Assigned to Individual Total</b>	1 0.09	1 0.86	2 0.47

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			High	Low	ATTIR Total
Commerce	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		James Stearns	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	20 0.03	20 0.03
		<b>Assigned to Individual Total</b>	0 0.00	22 0.03	22 0.03
	Metro A Desktop Support	Nancy Hachmeister	0 0.00	2 0.00	2 0.00
		Rodney Austin	0 0.00	28 0.10	28 0.10
		<b>Assigned to Individual Total</b>	0 0.00	30 0.09	30 0.09
	Metro A Help Desk	Cindy Schroeder	0 0.00	6 0.01	6 0.01
		Ed Conrad	0 0.00	8 0.01	8 0.01
		Liz Evans	0 0.00	4 0.00	4 0.00
		<b>Assigned to Individual Total</b>	0 0.00	18 0.01	18 0.01
	Metro A Hosting	Tom Carney	0 0.00	3 0.43	3 0.43
		<b>Assigned to Individual Total</b>	0 0.00	3 0.43	3 0.43
	Metro C Help Desk	Cindy Romrell	0 0.00	3 0.00	3 0.00



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			High	Low	ATTIR Total
Commerce	Metro C Help Desk	Assigned to Individual Total	0 0.00	3 0.00	3 0.00
	Security	Bart Grant	0 0.00	2 0.14	2 0.14
		Assigned to Individual Total	0 0.00	2 0.14	2 0.14
	Strategic Communications	Dennis Rogers	0 0.00	1 0.93	1 0.93
		Assigned to Individual Total	0 0.00	1 0.93	1 0.93
	Voice Operations	Gail Christiansen	0 0.00	1 0.08	1 0.08
		Leon Owen	0 0.00	1 0.49	1 0.49
		Romanza Hamblin	0 0.00	2 0.13	2 0.13
		Assigned to Individual Total	0 0.00	4 0.21	4 0.21
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	1 0.12	1 0.12
		Assigned to Individual Total	0 0.00	1 0.12	1 0.12
Assigned Group Total			1 0.09	99 0.13	100 0.13
Customer Company Total			1 0.09	99 0.13	100 0.13

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## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Commerce	Application Services	Bart Purser	0 0	1 0	1 0
		Dustin Crump	0 0	1 0	1 0
		Tony Larsen	0 0	1 1	1 1
		<b>Assigned to Individual Total</b>	0 0	3 1	3 1
	Application Support	Jason Back	0 0	1 0	1 0
		Karen Duncan	0 0	1 0	1 0
		Mya Taaffe	0 0	9 0	9 0
		<b>Assigned to Individual Total</b>	0 0	11 0	11 0
	Capitol Hosting	Joe Benson	0 0	1 0	1 0
		Mike Tyrrell	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0	2 0

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			High	Low	MR Total
Commerce	Help Desk	Brenda Treadway	0 0	1 0	1 0
		James Stearns	0 0	1 0	1 0
		Julie VanBeekum	0 0	20 0	20 0
		<b>Assigned to Individual Total</b>	0 0	22 0	22 0
	Metro A Desktop Support	Nancy Hachmeister	0 0	2 0	2 0
		Rodney Austin	0 0	28 2	28 2
		<b>Assigned to Individual Total</b>	0 0	30 2	30 2
	Metro A Help Desk	Cindy Schroeder	0 0	6 0	6 0
		Ed Conrad	0 0	8 0	8 0
		Liz Evans	0 0	4 0	4 0
		<b>Assigned to Individual Total</b>	0 0	18 0	18 0
	Metro A Hosting	Tom Carney	0 0	3 0	3 0
		<b>Assigned to Individual Total</b>	0 0	3 0	3 0
	Metro C Help Desk	Cindy Romrell	0 0	3 0	3 0

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			High	Low	MR Total
Commerce	Metro C Help Desk	Assigned to Individual Total	0 0	3 0	3 0
	Security	Bart Grant	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Strategic Communications	Dennis Rogers	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Leon Owen	0 0	1 0	1 0
		Romanza Hamblin	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	99 3	100 3
Customer Company Total			1 0	99 3	100 3

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## Commerce

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Commerce	Application Services	Bart Purser	0 0.00	1 3.98	1 3.98
		Dustin Crump	0 0.00	1 0.26	1 0.26
		Tony Larsen	0 0.00	1 7.63	1 7.63
		<b>Assigned to Individual Total</b>	0 0.00	3 3.96	3 3.96
	Application Support	Jason Back	0 0.00	1 2.24	1 2.24
		Karen Duncan	0 0.00	1 0.57	1 0.57
		Mya Taaffe	0 0.00	9 1.45	9 1.45
		<b>Assigned to Individual Total</b>	0 0.00	11 1.44	11 1.44
	Capitol Hosting	Joe Benson	0 0.00	1 0.96	1 0.96
		Mike Tyrrell	1 0.14	0 0.00	1 0.14
		<b>Assigned to Individual Total</b>	1 0.14	1 0.96	2 0.55

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			High	Low	ATTR Total
Commerce	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		James Stearns	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	20 0.07	20 0.07
		<b>Assigned to Individual Total</b>	0 0.00	22 0.06	22 0.06
	Metro A Desktop Support	Nancy Hachmeister	0 0.00	2 0.28	2 0.28
		Rodney Austin	0 0.00	28 1.49	28 1.49
		<b>Assigned to Individual Total</b>	0 0.00	30 1.41	30 1.41
	Metro A Help Desk	Cindy Schroeder	0 0.00	6 0.09	6 0.09
		Ed Conrad	0 0.00	8 0.17	8 0.17
		Liz Evans	0 0.00	4 0.00	4 0.00
		<b>Assigned to Individual Total</b>	0 0.00	18 0.11	18 0.11
	Metro A Hosting	Tom Carney	0 0.00	3 1.20	3 1.20
		<b>Assigned to Individual Total</b>	0 0.00	3 1.20	3 1.20
	Metro C Help Desk	Cindy Romrell	0 0.00	3 0.00	3 0.00

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			High	Low	ATTR Total
Commerce	Metro C Help Desk	Assigned to Individual Total	0 0.00	3 0.00	3 0.00
	Security	Bart Grant	0 0.00	2 0.23	2 0.23
		Assigned to Individual Total	0 0.00	2 0.23	2 0.23
	Strategic Communications	Dennis Rogers	0 0.00	1 3.76	1 3.76
		Assigned to Individual Total	0 0.00	1 3.76	1 3.76
	Voice Operations	Gail Christiansen	0 0.00	1 2.24	1 2.24
		Leon Owen	0 0.00	1 0.49	1 0.49
		Romanza Hamblin	0 0.00	2 0.24	2 0.24
		Assigned to Individual Total	0 0.00	4 0.80	4 0.80
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	1 1.56	1 1.56
		Assigned to Individual Total	0 0.00	1 1.56	1 1.56
	Assigned Group Total		1 0.14	99 0.86	100 0.85
Customer Company Total			1 0.14	99 0.86	100 0.85

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### Detail

<b>INC000000400430</b>	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	4.17
<b>INC000000424145</b>	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	
<b>INC000000437361</b>	Tom Harper	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.35
<b>INC000000437394</b>	Matthew R Johnson	None	None	None		TIR Missed: No	0.22
	Application Services	Tony Larsen	Commerce	Low	Closed	TTR Missed: Yes	7.63
<b>INC000000437592</b>	Jody Colvin	Telecom	Call Management	Telephone		TIR Missed: No	0.49
	Voice Operations	Leon Owen	Commerce	Low	Closed	TTR Missed: No	0.49
<b>INC000000437700</b>	Brittany Butsch	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.25
<b>INC000000438102</b>	Travis Scott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000438128</b>	Amber Cooper	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000438203</b>	Erle Oman	Application	Error	State Payroll System		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	0.07
<b>INC000000438259</b>	Ray Walker	Application	Password	License Enforcement System		TIR Missed: No	0.20
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.62
<b>INC000000438671</b>	Cyndy Nelson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000438681</b>	Cyndy Nelson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000439216</b>	Tim Davis	EIS Hardware	None	None		TIR Missed: No	0.93
	Strategic Communications	Dennis Rogers	Commerce	Low	Closed	TTR Missed: No	3.76
<b>INC000000439323</b>	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	0.48
<b>INC000000439529</b>	Travis Scott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000439679</b>	Travis Scott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Commerce	Low	Closed	TTR Missed: No	0.00



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<b>INC000000439887</b>	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	0.36
<b>INC000000439918</b>	Hailee Robertson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin	Commerce	Low	Closed	TTR Missed: No	0.31
<b>INC000000440324</b>	Dennis Miller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.45
<b>INC000000440334</b>	Jim Bolton	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	0.53
<b>INC000000440742</b>	Mark Steinagel	Wireless Connectivity	Performance	CapNet		TIR Missed: No	0.65
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.65
<b>INC000000441765</b>	Karen Wicker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000441843</b>	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	
<b>INC000000441863</b>	Susan Higgs	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.92
<b>INC000000441925</b>	Marvin Sims	Application	Error	Controlled Substance Database		TIR Missed: No	0.09
	Capitol Hosting	Mike Tyrrell	Commerce	High	Closed	TTR Missed: No	0.14
<b>INC000000441990</b>	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	0.31
<b>INC000000442348</b>	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	2.88
<b>INC000000442463</b>	Debra Troxel	PC/Laptop	Error	None		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.35
<b>INC000000442516</b>	Debra Troxel	PC/Laptop	Performance	None		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.04
<b>INC000000442662</b>	Karen Wicker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000443125</b>	Barbara Waters	Application	None	Internet Explorer		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000443159</b>	Mark Steinagel	Application	None	None		TIR Missed: No	0.69
	Application Support	Jason Back	Commerce	Low	Closed	TTR Missed: No	2.24
<b>INC000000443312</b>	David Furlong	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00

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<b>INC000000444294</b>	David Furlong	Network	Incident	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000444500</b>	Jeanine Rudd	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000444578</b>	Mary Ester Allers	PC/Laptop	None	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000444802</b>	Ben Jones	None	None	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000444972</b>	Clyde Ormond	Network	Incident	None		TIR Missed: No	0.53
Metro A Hosting		Tom Carney	Commerce	Low	Closed	TTR Missed: No	0.86
<b>INC000000445039</b>	Kenneth Wamsley	Application	Password	Employee Gateway		TIR Missed: No	0.00
Help Desk		James Stearns	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000445288</b>	Lauree Larson	None	None	None		TIR Missed: No	0.00
Application Support		Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000445302</b>	David B Taylor	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
Voice Operations		Romanza Hamblin	Commerce	Low	Closed	TTR Missed: No	0.16
<b>INC000000445383</b>	Kenneth Wamsley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000445425</b>	Michael Palumbo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000445430</b>	Allyson Robinson	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000445757</b>	Allyson Robinson	Application	Password	Novell GroupWise		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000446197</b>	Jared Memmott	Wireless Connectivity	Performance	None		TIR Missed: No	0.04
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.04
<b>INC000000446201</b>	David Furlong	PC/Laptop	Performance	Novell eDirectory		TIR Missed: No	0.05
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: Yes	7.44
<b>INC000000446406</b>	Lynn Hooper	Wireless Connectivity	Performance	None		TIR Missed: No	0.06
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.70
<b>INC000000446497</b>	David Thomson	Application	Password	Novell GroupWise		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000446521</b>	Bowen Call	Application	Error	Novell GroupWise		TIR Missed: Yes	3.35
Application Services		Bart Purser	Commerce	Low	Closed	TTR Missed: No	3.98

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## Commerce

<b>INC000000446595</b>	Diana Casper	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000446672</b>	Lauree Larson	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No	0.06
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.06
<b>INC000000446753</b>	Missie Stoffel	Network	Incident	None	TIR Missed: No	0.11
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	2.41
<b>INC000000447142</b>	Wayne Jeppson	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000447164</b>	Lynn Hooper	None	None	None	TIR Missed: No	0.04
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.63
<b>INC000000447172</b>	Larry Gooch	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.02
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.14
<b>INC000000447206</b>	Kenneth Wamsley	Application	Error	Novell GroupWise	TIR Missed: No	0.14
Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.82
<b>INC000000447278</b>	Joyce McStotts	Application	None	Novell GroupWise	TIR Missed: No	0.07
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.90
<b>INC000000447647</b>	Bowen Call	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.12
Voice/Data/WAN Services	Spencer Blodgett	Commerce	Low	Closed	TTR Missed: No	1.56
<b>INC000000447742</b>	Julie Price	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	2.49
<b>INC000000447753</b>	Masuda Medcalf	None	None	None	TIR Missed: No	0.22
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: Yes	6.16
<b>INC000000447757</b>	Masuda Medcalf	None	None	None	TIR Missed: No	0.17
Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.17
<b>INC000000447778</b>	Lynn Hooper	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.09
<b>INC000000447815</b>	Sheila Thomas	Network	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.62
<b>INC000000447852</b>	Rebekah Conner	None	None	None	TIR Missed: No	0.18
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.04
<b>INC000000447938</b>	Brittany Butsch	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000447947</b>	Brittany Butsch	None	None	None	TIR Missed: No	0.09
Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	3.79

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## Commerce

<b>INC000000448034</b>	Adam Sweet	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.17
<b>INC000000448079</b>	Jody Woolf	Application	Error	Internet Explorer		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	3.83
<b>INC000000448174</b>	Irene Woodford	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.11
<b>INC000000449282</b>	Rich Oborn	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000449703</b>	Dee Thorell	Application	Error	Microsoft Word		TIR Missed: No	0.04
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.20
<b>INC000000449919</b>	Lynn Hooper	Network	None	Novell eDirectory		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.27
<b>INC000000449935</b>	Sheyann Poyer	PC/Laptop	Performance	None		TIR Missed: No	0.39
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.14
<b>INC000000449970</b>	Lynn Hooper	Network	Error	None		TIR Missed: No	0.07
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	0.46
<b>INC000000450122</b>	Tom Harper	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.07
<b>INC000000450761</b>	Brian Hermann	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000451062</b>	Mary Price	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.20
<b>INC000000451422</b>	Joni Zenger	PC/Laptop	None	None		TIR Missed: No	0.05
	Metro A Hosting	Tom Carney	Commerce	Low	Closed	TTR Missed: No	0.82
<b>INC000000451443</b>	Tom Harper	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000451883</b>	Jody Woolf	Network	Incident	Novell eDirectory		TIR Missed: No	0.09
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.30
<b>INC000000452137</b>	John Sims	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.05
<b>INC000000452280</b>	Marvin Sims	Application	None	None		TIR Missed: No	0.86
	Capitol Hosting	Joe Benson	Commerce	Low	Closed	TTR Missed: No	0.96
<b>INC000000452475</b>	Michael Pitts	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00

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## Commerce

<b>INC000000452571</b>	Joni Zenger	None	None	None		TIR Missed: No	0.70
	Metro A Hosting	Tom Carney	Commerce	Low	Closed	TTR Missed: No	1.93
<b>INC000000452855</b>	Jody Woolf	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.02
<b>INC000000452916</b>	Bowen Call	PC/Laptop	Hardware	None		TIR Missed: No	0.04
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.17
<b>INC000000452983</b>	Carolyn Dennis	Network	Incident	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000453016</b>	Shauna Dewolf	Application	None	License Enforcement System		TIR Missed: No	0.57
	Application Support	Karen Duncan	Commerce	Low	Closed	TTR Missed: No	0.57
<b>INC000000453106</b>	Eric Orton	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000453194</b>	David Furlong	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000453236</b>	Mark Steinagel	Wireless Connectivity	Performance	None		TIR Missed: No	0.17
	Application Services	Dustin Crump	Commerce	Low	Closed	TTR Missed: No	0.26
<b>INC000000453250</b>	Bela Vastag	None	None	None		TIR Missed: No	0.33
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.38
<b>INC000000453722</b>	Tom Harper	Application	Error	M86		TIR Missed: No	0.21
	Security	Bart Grant	Commerce	Low	Closed	TTR Missed: No	0.34
<b>INC000000453859</b>	Marialie Martinez	Telecom	Area Code	Telephone		TIR Missed: No	0.08
	Voice Operations	Gail Christiansen	Commerce	Low	Closed	TTR Missed: No	2.24
<b>INC000000454057</b>	Sally Stewart	None	None	None		TIR Missed: No	0.07
	Security	Bart Grant	Commerce	Low	Closed	TTR Missed: No	0.11
<b>INC000000454242</b>	Tim Davis	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.97
<b>INC000000454328</b>	Christy Daskalakis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000454339</b>	Theresa Reinders	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	0.00
<b>INC000000454351</b>	Kurtis Hughes	Network	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.11